



PUBLIC MEETING CALIFORNIA HMO REPORT CARD

**Office of the Patient Advocate
October 29, 2001
1:00 PM – 5:00 PM**

AGENDA

**Junipero Serra Building
320 West 4th Street,
Carmel Room, 1st Floor
Los Angeles, California**

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| 1. Welcome and Introductions | Martin Gallegos
Director/Patient Advocate |
| 2. Presentation of the Year 1
Report Card | Ed Mendoza
Deputy Director |
| 3. Preliminary Plans for Year 2 | Ed Mendoza |
| 4. Public Comment | Audience |
| 5. Wrap Up and What's Next | Martin Gallegos |

Note: Please sign in. If you would like to provide comments, please also complete one of the Speaker cards. Comments will be taken in sign-in order. Please speak clearly and state your name into the microphone as the meeting is being recorded. If you have a written copy of your comments (which is greatly appreciated), please leave it with the staff at the sign in table or mail to:

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Thank you for your interest and participation.